

# Review of compliance

## Mr Nish Thakerar & Mr Kumar Thakerar Westbridge House Rehabilitation Unit

<b>Region:</b>	Yorkshire & Humberside
<b>Location address:</b>	1 Westfield Road Barton upon Humber North Lincolnshire DN18 5AA
<b>Type of service:</b>	Rehabilitation services Care home service without nursing
<b>Date of Publication:</b>	March 2012
<b>Overview of the service:</b>	Westbridge House is situated close to the centre of Barton on Humber. The home is registered to provide care and accommodation for up to 22 people. The home provides care for those with needs relating to their mental health and misuse of drugs and alcohol.

# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Westbridge House Rehabilitation Unit was meeting all the essential standards of quality and safety.**

The summary below describes why we carried out this review, what we found and any action required.

### Why we carried out this review

We carried out this review to check whether Westbridge House Rehabilitation Unit had made improvements in relation to:

Outcome 01 - Respecting and involving people who use services

### How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 6 February 2012, talked to staff and talked to people who use services.

### What people told us

People we spoke with were very positive about the care and support they received. They told us they liked living at the home and confirmed they were supported to make choices and decisions about the care they received. They told us they were assisted to be as independent as possible. Comments included "I like living here, I get on well with my key worker, "The manager has been very supportive and has been to all the meetings with me" and "I am very happy here."

### What we found about the standards we reviewed and how well Westbridge House Rehabilitation Unit was meeting them

**Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run**

Our review of this service has shown us that people who use the service are respected and involved in their care. People's capacity to understand the choices available that relate to their care, treatment and support had been assessed.

### Other information

Please see previous reports for more information about previous reviews.

**What we found  
for each essential standard of quality  
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

**Compliant** means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

## Outcome 01: Respecting and involving people who use services

### What the outcome says

This is what people who use services should expect.

People who use services:

- \* Understand the care, treatment and support choices available to them.
- \* Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- \* Have their privacy, dignity and independence respected.
- \* Have their views and experiences taken into account in the way the service is provided and delivered.

### What we found

#### Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

#### Our findings

##### What people who use the service experienced and told us

People we spoke with were very positive about the care and support they received. They told us they liked living at the home and confirmed they were supported to make choices and decisions about the care they received. They told us they were assisted to be as independent as possible. Comments included "I like living here, I get on well with my key worker, "The manager has been very supportive and has been to all the meetings with me" and "I am very happy here."

##### Other evidence

At our last inspection, conducted on 7 November 2011, we set a compliance action as people's capacity to understand the choices available to them that related to their care, treatment and support had not always been assessed.

At this review we looked at a selection of care records and we spoke with people who used the service and members of staff.

We looked at the care records of people where we had had concerns at our previous inspection. We found that their capacity to make decisions about keeping themselves safe in the community had been assessed. In one person's file we found that best interest meetings had been held and as a result of these the person's welfare had been

protected. This person told us that they were very pleased with the outcome and that they now felt safe. They told us that the manager had been very supportive throughout the process.

In another care file a capacity assessment had been completed. As a result the person's health and wellbeing had been protected and there was a plan in place to enable them to gain more independence as they were able. This person told us they understood their care plan and were satisfied with the measures taken to keep them safe.

The manager had completed capacity assessments for all the people who lived in the home where they were assisting people to manage their finances through limited release of cigarettes or money. For example some people had agreed to keep their cigarettes in the office and to ask for only one cigarette per hour to ensure that they had sufficient cigarettes to last them all day. One person we spoke with was very satisfied with this arrangement and told us they were aware they could ask for more cigarettes than the agreed amount if they wished. We observed very positive and supportive interactions between staff and people using the service when people were requesting their money or cigarettes. Care plans were in place in all cases and these had been signed by people using the service in agreement to the action plan.

### **Our judgement**

Our review of this service has shown us that people who use the service are respected and involved in their care. People's capacity to understand the choices available that relate to their care, treatment and support had been assessed.

# What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

**Improvement actions:** These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

**Compliance actions:** These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

**Enforcement action:** These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

## Information for the reader

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